



HAMP Application Activity by Servicer¹ As of August 2013

Servicer Name	Activity in August 2013				Program-to-Date			
	# Requests Received ²	# Requests Processed ³	# Requests Approved ⁴	# Requests Denied ⁵	# Requests Received ²	# Requests Processed ³	# Requests Approved ⁴	# Requests Denied ⁵
Bank of America, NA ⁶	7,296	9,104	1,290	7,814	1,322,934	1,308,502	581,060	727,442
BankUnited	50	43	23	20	9,441	9,253	4,533	4,720
Bayview Loan Servicing, LLC	1,169	1,115	256	859	27,492	25,509	9,123	16,386
Carrington Mortgage Services, LLC	1,581	1,627	436	1,191	64,866	63,423	21,749	41,674
CCO Mortgage, a division of RBS Citizens NA	416	417	36	381	24,861	24,193	5,652	18,541
CitiMortgage Inc	799	1,211	859	352	525,081	513,057	221,306	291,751
Green Tree Servicing LLC	1,112	1,242	517	725	79,333	76,202	29,079	47,123
JPMorgan Chase Bank, NA	15,983	8,926	1,609	7,317	1,498,788	1,483,541	433,624	1,049,917
Midland Mortgage Co.	2,508	2,291	159	2,132	95,380	93,438	7,413	86,025
Nationstar Mortgage LLC	22,146	7,542	1,803	5,739	352,741	320,117	69,664	250,453
Navy Federal Credit Union	249	219	39	180	9,486	9,022	1,751	7,271
Ocwen Loan Servicing, LLC	25,118	21,944	3,745	18,199	1,242,153	1,218,689	290,528	928,161
OneWest Bank	6,418	9,094	460	8,634	385,189	376,084	101,537	274,547
ORNL Federal Credit Union	18	17	-	17	480	478	47	431
PennyMac Loan Services, LLC	517	538	175	363	15,429	14,585	4,229	10,356
PNC Bank, National Association	14	17	1	16	606	568	27	541
PNC Mortgage ⁷	451	429	56	373	35,297	35,234	27,063	8,171
Residential Credit Solutions, Inc.	251	301	28	273	15,181	14,823	1,736	13,087
Select Portfolio Servicing, Inc.	5,864	4,831	1,551	3,280	129,615	122,305	85,275	37,030
Specialized Loan Servicing LLC	358	1,962	471	1,491	42,155	39,763	6,027	33,736
U.S. Bank National Association	1,887	1,214	171	1,043	109,262	104,350	42,622	61,728
Wells Fargo Bank, NA	9,250	9,004	2,564	6,440	793,335	778,749	273,342	505,407
Other Servicers ⁸	-	-	-	-	170,842	170,842	106,111	64,731
TOTAL	103,455	83,088	16,249	66,839	6,949,947	6,802,727	2,323,498	4,479,229

¹ This report is sourced from the Monthly Servicer Survey of select servicers participating in MHA under a Servicer Participation Agreement. All data present in this report reflects what is provided by servicers participating in the survey, and cannot be separately reviewed or validated by Treasury.

Beginning in August 2012, this report reflects a change in reporting requirements of the Monthly Servicer Survey; servicers report all HAMP modification requests received and their outcome, including multiple requests made on a loan. Prior to August 2012, servicers counted only one request per loan. As a result of this change, prior months' reporting contained data compiled under the different methodology. This update is reflected in this report on a going forward basis.

From time to time, a servicer's current month's cumulative results may not equal that servicer's prior month's cumulative results and current month's activity; this is due to corrections or updates made to prior reporting methodology. Note that Requests Processed, Requests Approved, and Requests Denied in any given month may be related to Requests Received in prior months.

² "Requests Received" is the total number of HAMP mortgage modification requests received, as reported by servicers to Monthly Servicer Survey question: "Number of requests received for a HAMP modification". Cumulative Requests Received include all HAMP mortgage modification requests received since implementation of Supplemental Directive 10-02, effective June 1, 2010, and any requests that were approved and sent a Trial Offer prior to implementation of this program guidance.

³ "Requests Processed" is the total number of the HAMP mortgage modifications approved or denied and communicated to the borrower by the servicer, calculated as the sum of Requests Approved and Requests Denied, defined below. Figures include HAMP mortgage modification requests evaluated and denied due to insufficient documentation.

⁴ "Requests Approved" is the total number of HAMP mortgage modification requests approved and Trial Offers sent to the borrowers, as reported by servicers to Monthly Servicer Survey question: "Number of requests Approved and Sent a HAMP Trial Offer". Note that all Requests Approved do not become Active Trials because some borrowers do not accept the trial or fail to make the first trial payment. Cumulative Requests Approved include all HAMP mortgage modification requests approved and Trial Offers sent since program inception, or March 2009.

⁵ "Requests Denied" is the total number of HAMP mortgage modification requests denied and communicated to the borrower by the servicer in accordance with program guidance, as reported by servicers to Monthly Servicer Survey question: "Number of requests Denied for a HAMP Trial". Cumulative Requests Denied include all HAMP mortgage modification requests denied and communicated to the borrower by the servicer since implementation of Supplemental Directive 10-02, effective June 1, 2010. Figures include HAMP mortgage modification requests evaluated and denied due to insufficient documentation.

⁶ Bank of America, NA includes BAC Home Loans Servicing, LP.

⁷ Formerly National City Bank.

⁸ Includes servicers that are no longer actively participating in the survey process or whose Servicer Participation Agreement has been terminated. These servicers no longer submit a survey, and their results only reflect previous periods when the survey questions were not as extensive as current surveys (e.g. #Requests Denied was not a component of earlier surveys).